BANGALORE METRO RAIL CORPORATION LIMITED

TENDER THROUGH KPP PORTAL
TENDER NO. BMRCL/……/…../WORK_INDENT….

FOR

PROVIDING SERVICES FOR CUSTOMER CARE & TICKET OFFICE MACHINE (TOM) AT STATIONS OF PHASE-2A OF BMRCL

VOLUME-2

FINANCIAL PACKAGE

JULY-2026

BANGALORE METRO RAIL CORPORATION LIMITED
O&M WING, BAIYAPPANAHALLI DEPOT,
SV ROAD, BAIYAPPANAHALLI
BANGALORE - 560038, KARNATAKA, INDIA.

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SECTION 9

PRICING DOCUMENT – STANDARD FORMS

1. FORM-9A: Financial Package Submission Form
2. Illustration to calculate Tender total and clauses.

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FORM 9A

FINANCIAL PACKAGE SUBMISSION FORM

Bengaluru
__/__/____

From: (Name of Tenderer)
_____
_____
_____

To:
The Executive Director [O&M].
O&M Wing, Baiyappanahalli Depot,
Bangalore Metro Rail Corporation Limited,
SV Road, Baiyappanahalli,
Bengaluru - 38.

Sir,

Subject: **Providing Services for Customer Care & Ticket Office Machine (TOM) at Stations of Phase-2A of BMRCL.**

We, the undersigned, offer to provide the services for the above in accordance with your Request for Proposal dated [Date]. Accordingly, we enclose the Financial Tender.

Our financial proposal shall be binding upon us and shall be valid for **180** days from the latest date of submission of Tender specified in Notice of Inviting Tender, subject to extension with mutual consent.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature:
Name and Designation of Signatory:
Name of the Tenderer:
Address:

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		Form-9B
Phase-2A TOM Services		
Illustrative format to be used by the Tenderer to arrive The Tender Total		
Sl.No	**Details**	**Amount**
a	**b**	**c**
1	Total wage cost	**19,48,15,025.18**
2	Service Charge (in figures) …….. % (In words ……..Percent on Sl.No .1 (On wage cost at Column C) exclusive of GST. ***Note: The Minimum Service Charge is 3.85% exclusive of GST***	To be Quoted by the bidder
3	GST @ 18% on Sl.No.1 Wage Cost	3,50,66,704.53
4	GST @ 18% on Sl.No.2 Service Charge	To be Quoted by the bidder
5	Tender Total (Sl.No. 1+2+3+4) ***Note: The Minimum Tender Total is Rs. 23,87,32,176.30 (Inclusive of GST)***	***To be Quoted by the bidder in KPP Portal***

Note:

1) The Tenderer should not quote less than the Estimated Tender Total. The Tenderers quote should be same or above the estimated Tender Total. Any Tenderer whose quote is less than the Estimated Tender Total, shall be considered as unresponsive and such quotes will be summarily rejected.
2) Only the Tender total quoted governs the ranking of the Tenderers.
3) The Service Charge Percentage will be determined through reverse calculation based on the total amount quoted by the tenderer.
4) This format is for reference only. The Tenderer must upload the signed Section-9 document (unpriced) in agreement with the Terms and Conditions.
5) "The total tender amount quoted in the KPP Portal shall be submitted without rounding off, with a maximum of two decimal place". In case of more than two (02) decimals, the first two (02) decimals only shall be considered.

1. Following table 1 & 2 indicates the minimum wages and base statutory payments. Any quote below the base rate will lead to rejection of Tender. The Tenderer shall not alter or change the figures indicated in the table 1 & 2.

Monthly wage details for TOM Supervisor & TOM Operator for the period from 01/04/2026 to 31/03/2027

Table-1

SL.No.	Category	Manpower per month	Category		Wage per day & % age	Minimum wages for 26 mandays including Bonus, LWW, NFH, ESI, PF & Uniform Allowance per person/ month.
1	**TOM Supervisor [Skilled Workers]**	Manpower including relievers.	1	Basic	539.28	14,021.27
			2	VDA	174.97	4,549.20
			3	**Total**	**714.25**	**18,570.47**
			4	Bonus on Sl.No.3	8.33%	1,546.92
			5	Leave with Wages [15 days] on Sl.No.3	4.81%	893.24
			6	National & Festival Holidays [10 days] on Sl.No.3	3.21%	596.11
			7	**Total**		**21,606.74**
			8	ESI on Sl.No.7	3.25%	702.22
			9	PF on Rs.15,000/-	13.00%	1,950.00
			10	Uniform Allowance		195.83
			11	Total		**24,454.79**

Table-2

2	**TOM Operators - Bill /Booking Clerk [Semi Skilled Workers]**	Manpower including relievers.	1	Basic	490.25	12,746.61
			2	VDA	174.97	4,549.20
			3	**Total**	**665.22**	**17,295.81**
			4	Bonus on Sl.No.3	8.33%	1,440.74
			5	Leave with Wages [15 days] on Sl.No.3	4.81%	831.93
			6	National & Festival Holidays [10 days] on Sl.No.3	3.21%	555.20
			7	**Total**		**20,123.67**
			8	ESI on Sl.No.7	3.25%	654.02
			9	PF on Rs.15,000/-	13.00%	1,950.00
			10	Uniform Allowance		195.83
			11	**Total**		**22,923.52**

Minimum Wages & VDA is as per Government of Karnataka notification No.KAE 20 LMW 2017, dated 30.12.2017,published in Gazette dated 29-03-2018, Minimum Wages with effect from 30-12-2017 [68-Employment in Shops & Commercial Establishments] w.e.f from 01.04.2026 to 31.03.2027. **Note: PF is calculated @13% on Rs.15,000/- [Ceiling limit].**

2. [a] The Contractor shall pay the minimum wages & VDA and all the statutory payments such as PF, ESI, Bonus, Leave with Wages (LWW), National & Festival Holidays (NFH), Uniform Allowance and Washing Allowance as indicated in above Table 1 & 2 on monthly basis/every month**.** BMRCL shall reimburse the minimum wages & the statutory payments indicated as above along with the accepted rate of service charge (If the Contractor provides the uniform to the staff as per the Tender conditions, then uniform allowance may be recovered from the staff).

   [**b**] Any subsequent increase or decrease in the minimum wages (including VDA), PF & ESI, Bonus, LWW, NFH, Uniform Allowance and Washing Allowance through Government notifications will be regulated accordingly in respect of the successful bidder after the issue of LOA/NTP and after commencement of services. If the contractor receives any benefits/ refunds / excess payment on any account from any authorities, the same shall be refunded to BMRCL.

   [**c**] BMRCL shall pay the GST as applicable as per law on the services provided by the Contractor.

   [d] It may be no It may be noted that the service charges will vary proportionately with such increase or decrease in the wages.

   [e] The Contractor shall obtain Health insurance with accidental benefits, for those who are exempt from ESIC coverage to an extent of the amount which is equivalent to ESI cost i.e., 3.25% of the wages.

   The Copy of the valid Insurance copy shall be provided to BMRCL for verification along with the Invoice.

3. The contractor shall ensure issuance of pay slips indicating all the details of payments/deductions made every month without fail. Any complaints of non-receipt of pay slips, non/short payments etc., will be dealt with seriously for imposition of penalties as per the conditions of the Tender.

4. The contractor shall notify/publish the wages payable as per tender conditions on the notice boards at all stations for the information of all his employees deployed in the BMRCL sites. He shall enclose a copy of such notification displayed on the notice board**.** Any contravention of these conditions will lead to termination of contract as per Clause 7[i] of GCC of the contract.

5. The contractor shall issue appointment letters to all his staff indicating the wages payable and submit a copy of such appointment letters to BMRCL along with copies of PAN and Aaadhar Card.

6. The contractor shall deploy only such staff who are on the rolls of the contractor. The contractor shall always ensure that staff is deployed on a regular basis without substitutes and whenever it is done, it should not exceed 20% of the total deployment. The contractor shall not be allowed to change /substitute staff frequently which in case should not exceed 20% of the total manpower provided by the contract. The contractor shall furnish the list of total manpower + 20 %, 6 days before the commencement of services and shall deploy only such staff whose names are in the list.

7. Bank statement towards proof of payment should be exclusively to staff deployed in BMRCL for having disbursed the wages including all statutory payments which shall not be less than what is made by BMRCL shall be provided monthly. The contractor shall submit separate PF challans/ ECR reports exclusively for BMRCL in respect of all his staff. He shall also submit proof / bank statement confirming the remittance of PF/ESI deductions in respect of each staff deployed by him without which the bills will not be passed.

8. The contractor shall furnish the copies of half yearly and yearly returns filed with the statutory authorities from time to time to BMRCL. The copies of records/ registers/returns so submitted to Labour Dept / State Govt Agencies or any other statutory agencies from time to time / as and when due shall be furnished to BMRCL for records without fail for having complied with such provisions. The failure to furnish such copies from time to time will be liable for penalties as deemed fit by BMRCL

9. The contractor shall furnish a copy of labour license obtained for BMRCL operations.

10. The successful Tenderer shall provide an undertaking to Indemnify BMRCL for any liability that may arise on account of non-fulfillment of any statutory obligation by the Tenderer as per Format 7D.

11. The arrears of increase in minimum wages paid should be claimed in separate bill month wise and reimbursement will be made subjected to production of documentary evidence of payment made and remitted to the Bank of personnel deployed for TOM services along with the details of recovery and remittance of ESI & PF.

Signature of the Tenderer